

FIG. 1

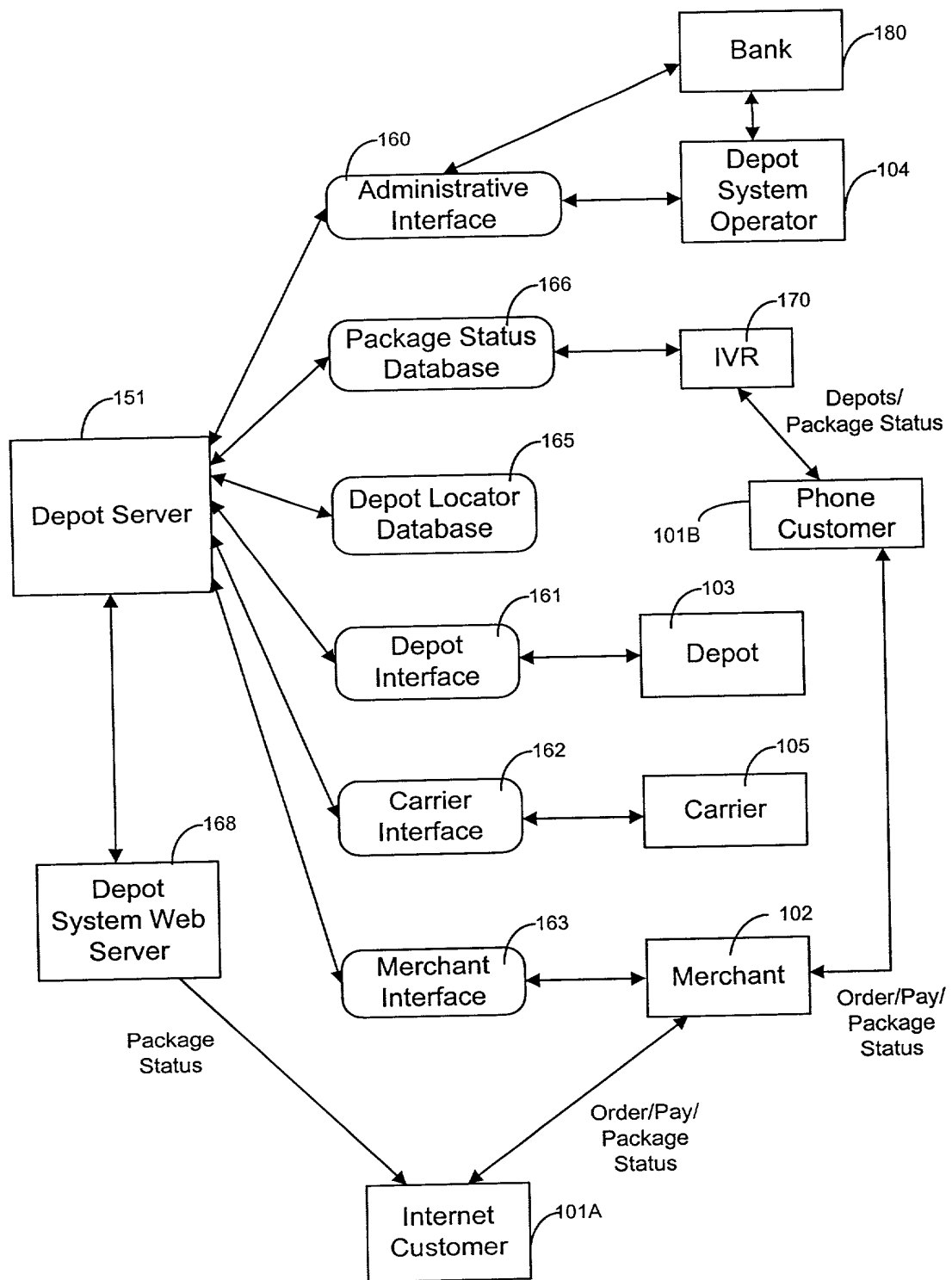


FIG. 2

Merchant Depot Transaction Overview (MO)

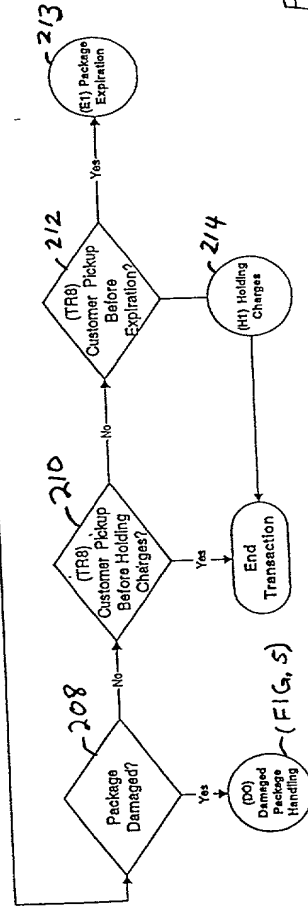
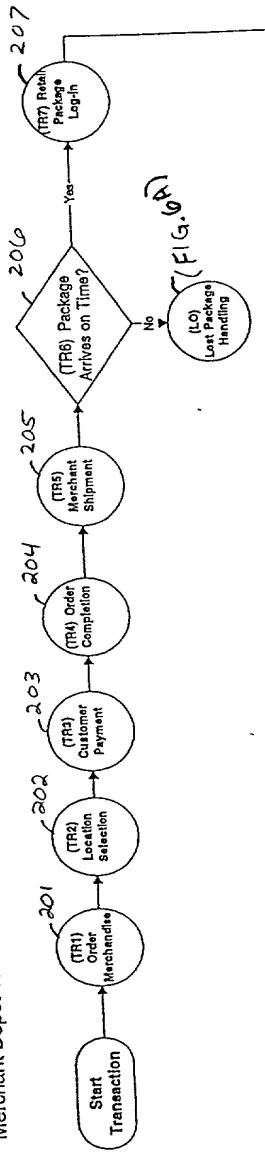


FIG. 3

Merchant Depot Payment

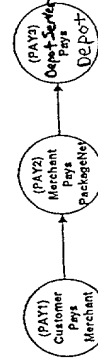


FIG. 4

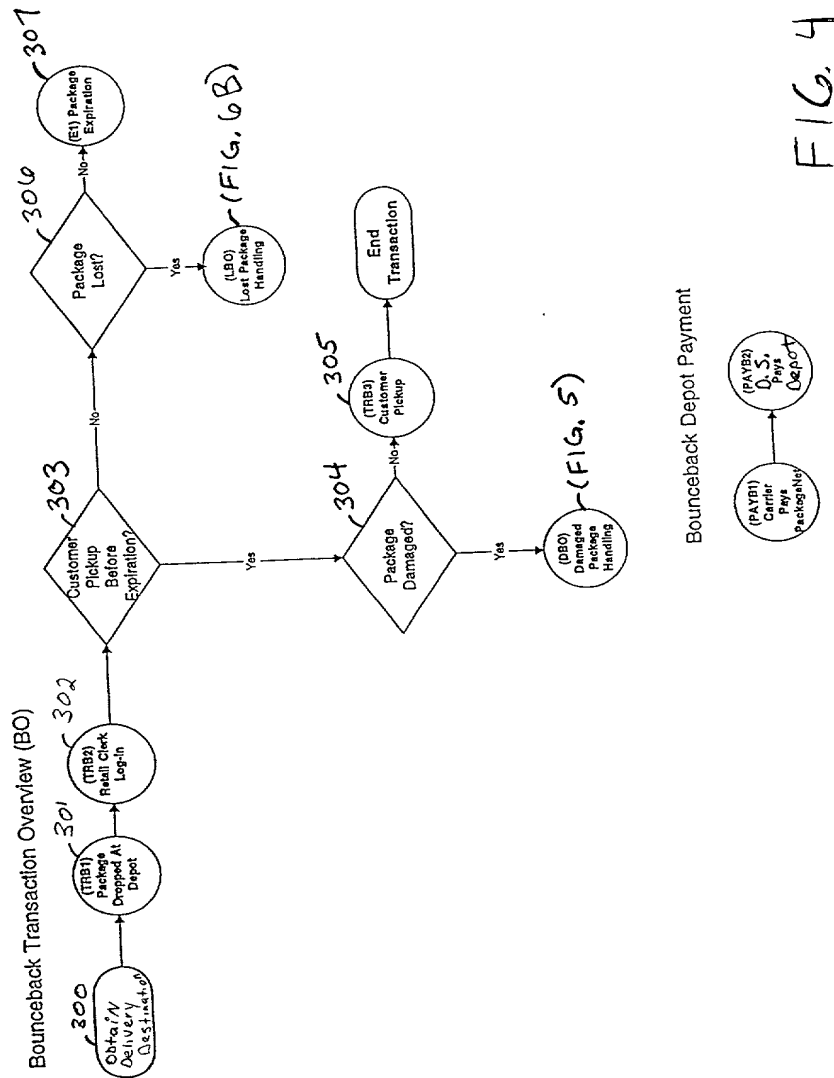


FIG. 4

FIG. 5

Damaged Merchant Depot Package Overview (DO)

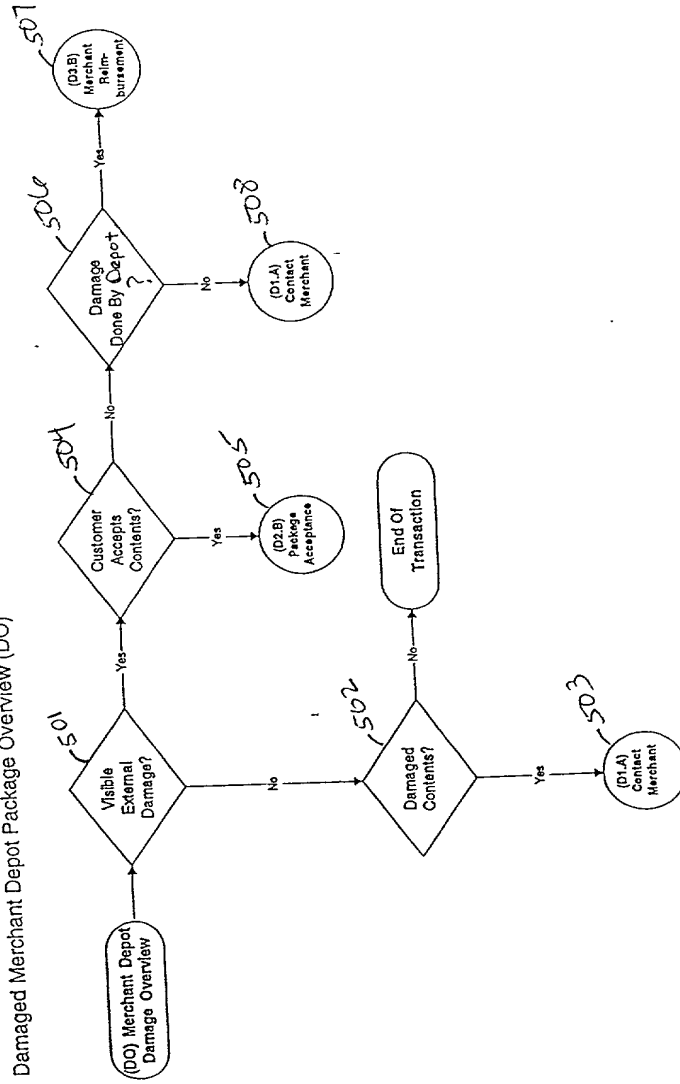


FIG. 5

# Lost Merchant Depot Package Overview (LO)

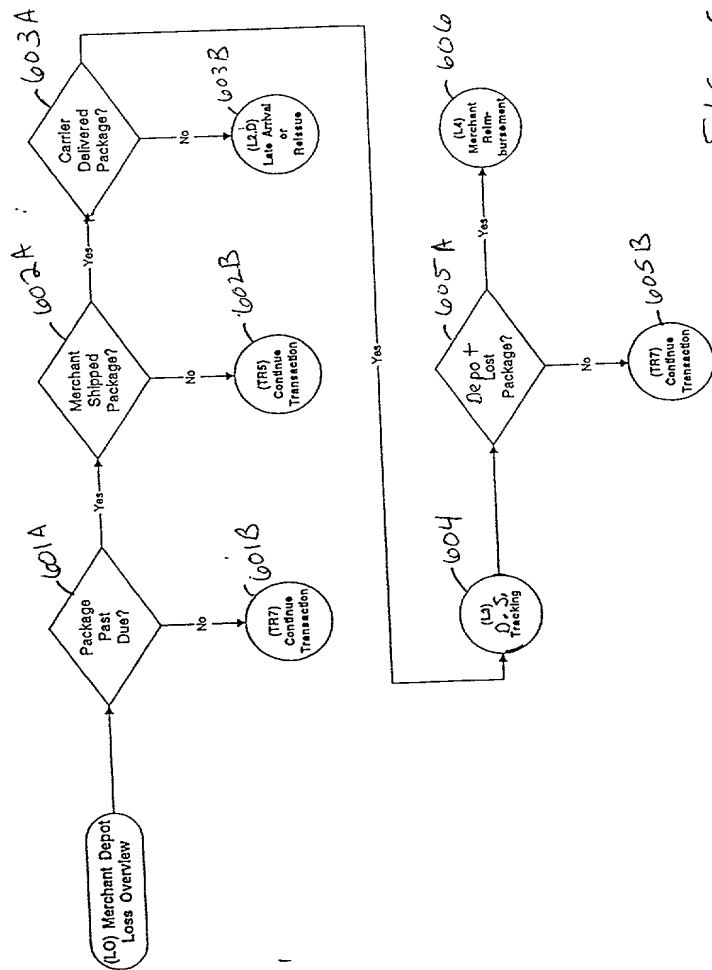


FIG. 6A

Lost Bounceback Package Overview (LBO)

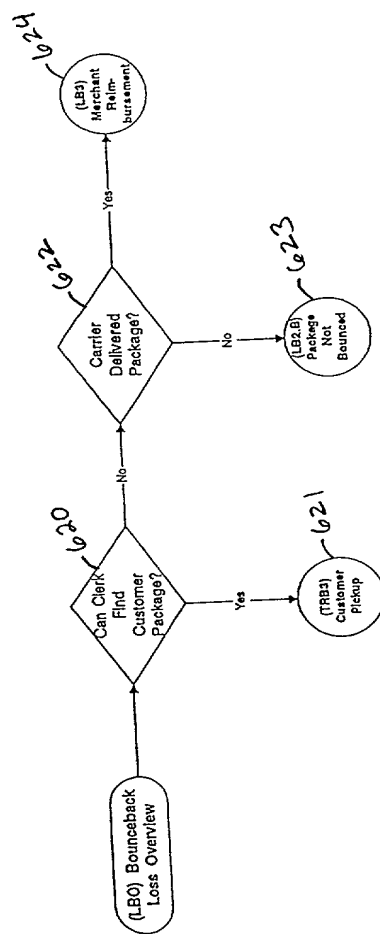


FIG. 6B

Internet Package Tracking (IT)

101  
(IT1) Internet Customer Originated Package Tracking  
A. Customer logs on to original order page (e.g. www. acme.com)  
B. Customer clicks on package tracking and enters up to 3 order numbers. If customer forgets order number, they may get it by entering credit card number used in original purchase (no expiration date required) or by telephoning merchant.

102  
(IT2) Tracking Results  
A. Merchant server gets package status information for each package in each order (arrival date or ETA if not arrived) from Depot server and displays it to web browser on Acme page. DATE of shipment and expected shipment date may be provided. Customer may be able to find carrier transit information without leaving merchant site.

103  
(IT3) Customer Response to Tracking Results  
A. Customer may click their browser's back button and enter another order number.

104  
(CT1) Clerk Originated Package Tracking  
A. At customer's request or on own initiative, clerk clicks on Packages Pending Button  
B. System displays packages at retailer back dock, packages in cabinet and packages on way to store from merchant.

FIG. 7A



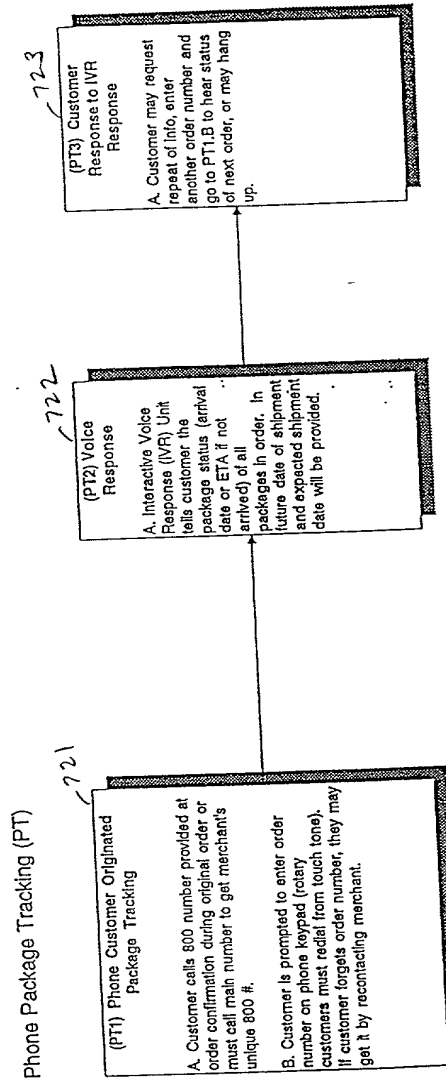


FIG. 7B

There are 5 Package Depot Locations in Zip Code 77070

Click on any one of these locations to have your order delivered there.

1. Randall's at 13350 JONES RD HOUSTON, TX 77070-3916

2. Randall's at 21155 Hwy 249 Houston

3. Fiesta Mart, Inc. at 8320 W. FM 1960 Houston

4. Kroger at 22506 FM 249 Houston

5. Kroger at 12340 JONES RD HOUSTON, TX 77070-4802

FIG. 8A

FIG. 8A

Thanks You For Your Order - Please Shop Again Soon

For future reference your order number is 91381

Print this page or write down your order number.

You must have your order number to pickup your package!

Since your package is in stock, it is expected to arrive on 12/6/00 at the Fiesta Mart, Inc. store at 8320 W. FM 1960, Houston at the customer service counter. Just tell the clerk you'd like to pick up your package Depot order.

If your order has not arrived by 12/7/00 then please feel free to log onto the acme site at [www.acme.com](http://www.acme.com) to track the package.

Your order will be held until 12/13/00 before holding charges of \$1.00 per day will be billed to your credit card. Your order will be returned to ACME if it is not picked up by 12/20/00

FIG. 8B

FIG. 8B

## UPS Tracking Information

- *Message:* ORIGIN BUILDING

FIG. 9

[illegible]

- ⊗ Packages Delivered
- ⊗ Packages Pending - To Be Delivered
- ⊗ Packages Logged - Waiting For Customer Pickup

### Packages Delivered

*Please Bring To Service Desk Immediately!*

Pack	Track 4	Track #	Last Name	First Name	Shipped	ETA	Arrived
1.	1260	S3288091260	Shier	Steve	10/13/96	10/16/96	10/13/2000
2.	1756	N5643371756	Stone	Sharon	10/20/96	10/21/96	10/20/2000
3.	1774	N5643371774	Jumbalatt	Walid	10/20/96	10/22/96	10/20/2000
4.	1836	N5643371836	Swimmer	Sally	10/14/96	10/15/96	10/14/2000

### Packages Pending

*Arriving Soon*

Pack	Track 4	Track #	Last Name	First Name	Shipped	ETA
1.	0971	S3165300971	ross	ken	10/30/96	10/31/2000
2.	1818	N5643371818	Smith	Cathy	10/15/96	10/16/2000
3.	7071	08239687071	Shopper	Suzy	10/13/96	10/14/2000

### Packages Awaiting Pickup

*In Cabinet*

Pack	Track 4	Track #	Last Name	First Name	Shipped	ETA	Scanned In
1.	1783	N5643371783	Subramanian	Debu	10/20/96	10/21/96	10/20/2000
2.	1827	N5643371827	Hillstein	Sam	10/14/96	10/15/96	10/14/2000
3.	1881	N5643371881	Flinstone	Fred	10/16/96	10/22/96	10/16/2000
4.	1890	N5643371890	Mander	Sally	10/16/96	10/18/96	10/16/2000

FIG. 10

FIG. 10